

IN THE CLAIMS:

Please substitute the following claims for the same-numbered claims in the application:

1. (Currently Amended) A method for routing a communication connection request comprising the steps of:

receiving a communication connection request from a communication connection requestor, wherein said communication connection request does not identify a called party and only identifies said communication connection requestor;

in response to said communication connection request, obtaining real-time context information for said communication connection requestor;

automatically determining a communication connection action using said real-time context information for said communication connection requestor and context information for said called party ~~to determine a communication connection action~~, wherein said context information for said called party comprises a called party connectivity, wherein said communication connection action comprises a decision as to who should be called and to whom said communication connection requestor should be telephonically connected without additional input from said communication connection requestor, and wherein at least one of an identification of said called party and contact information for said called party is unknown to said communication connection requestor; and

connecting said communication connection requestor based upon said connection action, wherein said determining of said communication action is performed prior to said connecting of said communication connection requestor.

2. (Previously Presented) The method of claim 1, further comprising:
 - determining a confidence factor for said connection action; and
 - performing said connection in response to exceeding a confidence factor threshold.

3. (Cancelled).

4. (Original) The method of claim 2 further comprising the step of validating said connection action with a caller for connections not exceeding a confidence factor threshold.

5. (Original) The method of claim 1 wherein the step of determining a connection action is done with a rules engine.

6. (Original) The method of claim 1 further comprising the step of providing an indication of an associated action.

7. (Original) The method of claim 6 wherein said step of providing an indication of an associated action further includes the step of having data transmission.

8. (Original) The method of claim 6 wherein said step of providing an indication of an associated action further includes the step of having a notification.

9. (Original) The method of claim 6, wherein said step of providing an indication of an associated action further includes the step of comprises having a workflow initiation.

10. (Original) The method of claim 6 wherein said step of providing an indication of an associated action further includes the step of having a logging action.

11. (Original) The method of claim 6 wherein said step of providing an indication of an associated action further includes the step of directing said associated action to at least one additional connection.

12. (Currently Amended) A method for providing a communication connection for a user comprising the steps of:

receiving a communication connection request from said user, wherein said communication connection request does not identify a called party and only identifies said user;

obtaining real-time context information for said user;

determining a communication connection action using said real-time context information for said user and context information for said called party ~~to determine a communication connection action~~, wherein said context information for said called party comprises a called party connectivity and a called party connections status, and wherein said communication connection action comprises a decision as to who should be called and to whom said user should be telephonically connected without additional input from said user; and

connecting said user based upon said connection action, wherein at least one of an identification of said called party and contact information for said called party is unknown to said user, wherein said determining of said communication action is performed prior to said connecting of said user.

13. (Previously Presented) The method of claim 12, further comprising:

determining a confidence factor for said connection action; and
performing said connection in response to exceeding a confidence factor threshold.

14. (Cancelled).

15. (Original) The method of claim 13 further comprising the step of validating said connection action with a user for connections not exceeding a confidence factor threshold.

16. (Original) The method of claim 12 wherein the step of determining a connection action is done with a rules engine.

17. (Currently Amended) A method of routing a caller's phone call comprising the steps of:

receiving a communication connection request from said caller, wherein said communication connection request does not identify a called party and only identifies said caller;

obtaining real-time context information for said caller;
determining a communication connection action using said real-time context information for said caller and context information for said called party ~~to determine a communication connection action~~,

wherein said context information for said called party comprises a called party connectivity, a called party connection status, and at least one of corporate and personal data of said called party from at least one of sensors that detect at least one of motion, sound, light, and pressure deployed in spaces frequented by said called party, radio frequency identification readers that detect the presence of companion devices that have been provisioned with identification numbers associated with said called party, and at least one of a location, activity, and network address of at least one personal device of said called party, comprising at least one of a cellular telephone, an office telephone, a home telephone, a laptop computer, a desktop computer, and an automobile,

wherein said communication connection action comprises a decision as to who should be called and to whom said caller should be telephonically connected without additional input from said caller, and

wherein at least one of an identification of said called party and contact information for said called party is unknown to said caller; and
connecting said caller based upon said connection action, wherein said determining of said communication action is performed prior to said connecting of said caller.

18. (Previously Presented) The method of claim 17, further comprising:
determining a confidence factor for said connection action; and
performing said connection in response to exceeding a confidence factor threshold.

19. (Cancelled).

20. (Original) The method of claim 18 further comprising the step of validating said connection action said caller for connections not exceeding a confidence factor threshold.

21. (Original) The method of claim 17 wherein the step of determining a connection action is done with a rules engine.

22. (Cancelled).
23. (Original) The method of claim 17 further comprising the step of using a caller's calendar to assist in determining said communication connection action.
24. (Original) The method of claim 17 further comprising the step of authenticating the caller before determining said communication connection action.
25. (Original) The method of claim 17 further comprising the step of requiring a single action by a caller for determining said communication connection action.
26. (Original) The method of claim 24 further comprising the step of using biometrics to authenticate said caller.
27. (Cancelled).
28. (Currently Amended) A service for determining a communication connection for a caller comprising the method steps of:
- receiving a communication connection request from said caller, wherein said communication connection request does not identify a called party and only identifies said caller;
- obtaining real-time context information for said caller;

determining a communication connection action using said real-time context information for said caller and context information for a called party ~~to determine a communication connection action~~,

wherein said context information for said called party comprises a called party location, a called party policy, a called party availability, a called party connectivity, a called party connections status, and at least one of corporate and personal data of said called party from at least one of sensors that detect at least one of motion, sound, light, and pressure deployed in spaces frequented by said called party, radio frequency identification readers that detect the presence of companion devices that have been provisioned with identification numbers associated with said called party, and at least one of a location, activity, and network address of at least one personal device of said called party, comprising at least one of a cellular telephone, an office telephone, a home telephone, a laptop computer, a desktop computer, and an automobile,

wherein said communication connection action comprises a decision as to who should be called and to whom said communication connection requestor should be telephonically connected without additional input from said caller, and

wherein at least one of an identification of said called party and contact information for said called party is unknown to said caller; and

connecting said caller based upon said connection action, wherein said determining of said communication action is performed prior to said connecting of said caller.

29. (Currently Amended) An apparatus for use in a computer services environment, said apparatus comprising:

a receiver operative to receive a communication connection request from a caller, wherein said communication connection request does not identify a called party and only identifies said caller;

at least one processor operative to route a communication connection of said caller based upon real-time context information for said caller and context information for said called party, wherein said context information for said called party comprises a called party location, a called party connectivity, a called party connections status, and at least one of corporate and personal data of said called party from at least one of sensors that detect at least one of motion, sound, light, and pressure deployed in spaces frequented by said called party, radio frequency identification readers that detect the presence of companion devices that have been provisioned with identification numbers associated with said called party, and at least one of a location, activity, and network address of at least one personal device of said called party, comprising at least one of a cellular telephone, an office telephone, a home telephone, a laptop computer, a desktop computer, and an automobile, and

use said real-time context information for said caller and said context information for a called party to determine a communication connection action for connecting said caller, wherein said communication connection action comprises a decision as to who should be called and to whom said caller should be telephonically connected without

additional input from said caller, and wherein at least one of an identification of said called party and contact information for said called party is unknown to said caller; and

a connector operative to connect said caller, wherein said processor is operative to determine said communication connection action prior to connection of said caller.

30. (Original) The apparatus of claim 29 further comprising a rules engine for determining a communication connection action.

31 (Currently Amended) The apparatus of claim 29, wherein said use said real-time context information for said caller and said context information for a called party to determine a communication connection action context information for said caller comprises a calendar of said user.

32. (Previously Presented) The method of claim 1, wherein said using of said context information for said called party to determine said communication connection action comprises using said context information for said called party comprising a called party location; a called party policy; a called party availability; a called party connections status; and at least one of corporate and personal data of said called party from at least one of sensors that detect at least one of motion, sound, light, and pressure deployed in spaces frequented by said called party, radio frequency identification readers that detect the presence of companion devices that have been provisioned with identification numbers associated with said called party, and at least one of a location, activity, and

network address of at least one personal device of said called party, comprising at least one of a cellular telephone, an office telephone, a home telephone, a laptop computer, a desktop computer, and an automobile.

33. (Previously Presented) The method of claim 12, wherein said using of said context information for said called party to determine said communication connection action comprises using said context information for said called party comprising a called party location; a called party policy; a called party availability; and at least one of corporate and personal data of said called party from at least one of sensors that detect at least one of motion, sound, light, and pressure deployed in spaces frequented by said called party, radio frequency identification readers that detect the presence of companion devices that have been provisioned with identification numbers associated with said called party, and at least one of a location, activity, and network address of at least one a personal device of said called party, comprising at least one of a cellular telephone, an office telephone, a home telephone, a laptop computer, a desktop computer, and an automobile.

34. (Previously Presented) The method of claim 17, wherein said using of said context information for said called party to assist in determining said communication connection action comprises using said context information for said called party comprising a called party location; a called party policy and a called party availability.

35. (Previously Presented) The apparatus of claim 29, wherein said context information for said called party further comprises at least one of
a called party policy and
a called party availability.

36. (Previously Presented) A method for routing a communication connection request comprising the steps of:

receiving a communication connection request from a communication connection requestor, wherein said communication connection request does not identify a called party and only identifies said communication connection requestor;
automatically selecting said called party without additional input from said communication connection requestor, wherein said selecting of said called party is based on at least one of ~~route a communication connection of said caller based upon context information for said caller~~ real-time context information of said communication connection requestor and context information of said called party, and wherein at least one of an identification of said called party and contact information for said called party is unknown to said communication connection requestor; and

establishing a communication connection between said communication connection requestor and said called party, wherein said selecting of said called party is performed prior to said establishing of said communication connection.